

Texas Nonprofit Hospitals *
Part II
Summary of Current Hospital Charity Care Policy and Community Benefits
for Inclusion in DSHS Charity Care Manual as Required
by Texas Health and Safety Code, § 311.0461**
-2008-

Facility Identification (FID): 530510 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Seton Healthcare-Seton Highland Lakes **County:** Burnet

Mailing Address: P.O. Box 1219 Burnet TX 78611-7219

Physical Address if different from above: 3201 S. Water Street, Burnet, TX 78611

Effective Date of the current policy: 07/27/2004

Date of Scheduled Revision of this policy: 07/01/2009

How often do you revise your charity care policy? 3 years. Revise as needed; reviewed at least every

Provide the following information on the office and contact person(s) processing requests for charity care.

Name of the office/department: Business Office/Patient Financial Services

Mailing Address: P.O.Box 1219 Burnet TX 78611-7219

Contact Person: 4 different people-see supplemental info. Title: supplemental info. 4 different people-see

Phone: (512)715-3025 Fax: (512)756-6405 E-Mail supplemental info. 4 different people-see

Person completing this form if different from above:

Name: Glenda Owen Phone: (512)324-5925

* This summary form is to be completed by each nonprofit hospital. Hospitals in a system must report on an individual hospital basis. Public hospitals, for-profit hospitals participating in the Medicaid disproportionate share hospital program and exempt hospitals are not required to complete this form. This form is also available in Word or PDF formats at DSHS web site: www.dshs.state.tx.us/chs/hosp under 2008 Annual Statement of Community Benefits Standard.

** The information in the manual will be made available for public use. Please report most current information on the charity care policy and community benefits provided by the hospital.

*** The list is also available on DSHS web site: www.dshs.state.tx.us/chs/hosp/.

I. Charity Care Policy:

1. Include your hospital's Charity Care Mission statement in the space below.

Consistent with the mission of Seton and as an Ascension Health sponsored health care organization, it is Seton's policy to provide medically necessary services within a defined benefit structure to eligible patients who are financially or medically indigent; however, the amount of charitable services provided will be subject to Seton's financial ability to absorb the cost of such services, while ensuring financial viability. Every effort will be made to educate professional and medical staff and the public, as to the criteria and processes followed in the application of this policy. Seton will seek assistance in funding charitable services from available sources.

2. Provide the following information regarding your hospital's current charity care policy.

a. Provide definition of the term **charity care** for your hospital.

The policy does not define the term "charity care" per se; the implied definition is medically necessary services provided to eligible patients who are financially or medically indigent and who have no/discounted obligation to pay for the services rendered.

b. What percentage of the federal poverty guidelines is financial eligibility based upon?

Check one.

1. <100%

4. <200%

2. <133%

5. Other, specify <375%

3. <150%

c. Is eligibility based upon net or gross income? Check one.

d. Does your hospital have a charity care policy for the Medically Indigent?

YES NO IF yes, provide the definition of the term **Medically Indigent**.

"Medically indigent" means a person whose medical or hospital bill after payment by a third-party payer exceeds a specified percentage of the patient's annual gross income, in accordance with the network's eligibility system, and the person is financially unable to pay the remaining bill.

e. Does your hospital use an Assets test to determine eligibility for charity care?

YES NO If yes, please briefly summarize method.

f. Whose income and resources are considered for income and/or assets eligibility determination.

1. Single parent and children

2. Mother, Father and Children

3. All family members

4. All household members

5. Other, please explain See page 6 (Item I.2.f.5.)

g. What is included in your definition of income from the list below? Check all that apply.

- 1. Wages and salaries before deductions
- 2. Self-employment income
- 3. Social security benefits
- 4. Pensions and retirement benefits
- 5. Unemployment compensation
- 6. Strike benefits from union funds
- 7. Worker's compensation
- 8. Veteran's payments
- 9. Public assistance payments
- 10. Training stipends
- 11. Alimony
- 12. Child support
- 13. Military family allotments
- 14. Income from dividends, interest, rents, royalties
- 15. Regular insurance or annuity payments
- 16. Income from estates and trusts
- 17. Support from an absent family member or someone not living in the household
- 18. Lottery winnings
- 19. Other, specify _____

3. Does application for charity care require completion of a form? YES NO

If YES,

a. **Please attach a copy of the charity care application form.**

b. How does a patient request an application form? Check all that apply.

- 1. By telephone
- 2. In person
- 3. Other, please specify Written correspondence

c. Are charity care application forms available in places other than the hospital?

YES NO If YES, please provide name and address of the place.

Patient Financial Services Customer Service
1345 Philomena St, Suite 266

d. Is the application form available in language(s) other than English?

YES NO

If yes, please check

Spanish Other, specify _____

4. When evaluating a charity care application,

a. How is the information verified by the hospital?

- 1. The hospital independently verifies information with third party evidence (W2, pay stubs)
- 2. The hospital uses patient self-declaration
- 3. The hospital uses independent verification and patient self-declaration

b. What documents does your hospital use/require to verify income, expenses, and assets?

Check all that apply.

- 1. W2-form
- 2. Wage and earning statement
- 3. Pay check remittance
- 4. Worker's compensation
- 5. Unemployment compensation determination letters
- 6. Income tax returns
- 7. Statement from employer
- 8. Social security statement of earnings
- 9. Bank statements
- 10. Copy of checks
- 11. Living expenses
- 12. Long term notes
- 13. Copy of bills
- 14. Mortgage statements
- 15. Document of assets
- 16. Documents of sources of income
- 17. Telephone verification of gross income with the employer
- 18. Proof of participation in govt assistance programs such as Medicaid
- 19. Signed affidavit or attestation by patient
- 20. Veterans benefit statement
- 21. Other, please specify

5. When is a patient determined to be a charity care patient? Check all that apply.

- a. At the time of admission
- b. During hospital stay
- c. At discharge
- d. After discharge
- e. Other, please specify During the collection process

6. How much of the bill will your hospital cover under the charity care policy?

- a. 100%
- b. A specified amount/percentage based on the patient's financial situation
- c. A minimum or maximum dollar or percentage amount established by the hospital
- d. Other, please specify _____

7. Is there a charge for processing an application/request for charity care assistance?

- YES NO

8. How many days does it take for your hospital to complete the eligibility determination process?
applications are processed within two weeks of receipt

9. How long does the eligibility last before the patient will need to reapply? Check one.

- a. Per admission
- b. Less than six months
- c. One year
- d. Other, specify _____

10. How does the hospital notify the patient about their eligibility for charity care?

Check all that apply?

- a. In person
- b. By telephone
- c. By correspondence
- d. Other, specify _____

11. Are all services provided by your hospital available to charity care patients?

- YES NO

If NO, please list services not covered for charity care patients (e.g. transplant services, ER services, other outpatient services, physician's fees).

Seton reserves the right to: ? Specify and/or limit services that are subject to charity care through a defined benefit structure ? Provide medical case management to ensure that services requested under the provisions of this policy are medically necessary.

12. Does your hospital pay for charity care services provided at hospitals owned by others?

- YES NO

II. Community Benefits Projects/Activities:

Provide information on name, brief description (3 lines), target population or purpose (3 lines) for each of the community benefits projects/activities CURRENTLY being undertaken by your hospital (example: diabetes awareness).

For a complete detailed description of community benefit activities, please see the document "Seton Family of Hospitals Community Benefit Report" attached separately. Seton Healthcare serves the community with its constant commitment to live Seton's mission of caring for and improving the health of those we serve with a special concern for the sick and the poor. In addition to this overarching dedication to the community, we provide these additional community benefit projects and activities.

- 1) Breast Health and Cancer Awareness?Seton provides reduced-cost mobile mammography to underserved Central Texas women supplemented by grants from Susan G. Komen Foundation. The Seton Cancer Care Team provides vital case management services plus a variety of support programs to adult cancer patients.
- 2) Tobacco Cessation?Seton staff provide smoking cessation resources to inpatients and physicians free-of-charge.
- 3) Safe Kids Austin Coalition?The mission is to reduce childhood injury and death in children ages 14 and under through education and safety fairs.
- 4) Community Health Centers?Seton operates three centers that provide medical services using a sliding-scale fee to keep services within reach of working families.
- 5) Mobile Primary Care Vans?The vans provide affordable and accessible health care in rural counties and targets children from low-income families.
- 6) Breast Cancer Resource Center?Seton provides office space for the Breast Cancer Resource Center at no charge.
- 7) Volunteer Healthcare Clinic?This clinic is a non-emergency primary care facility mainly used by the working poor and their children.
- 8) El Buen Samaritano Family Health Clinic and Laboratory Services?Seton provides free laboratory services to this clinic.
- 9) Project Access?Seton assists in this coordinated system of volunteer doctors who see the uninsured.
- 10) Patient Prescription Assistance Program?Seton created a software program that helps to qualify uninsured patients to receive free medications from participating pharmaceutical companies.
- 11) Disease Management for Patients with Chronic Conditions?Seton has instituted a series of programs designed to provide extra case management assistance to these patients.
- 12) Perinatal Outreach Education?This project coordinates the Neonatal Transport team and provides educational hands-on classes to hospitals within that area.
- 13) Seton League House?This center provides overnight accommodations at reasonable rates to avoid financial hardship for the family members of loved ones who are hospitalized.
- 14) ER/Trauma Center-The ER/Trauma Center at the University Medical Center at Brackenridge provides trauma care as a Level II (Major) Trauma Center to the Central Texas community regardless of the patient's ability to pay.

Additional Information:

Use this space if more space is required for comments or to elaborate on any of the information supplied on this form. Please refer to the response by question and item number.

Page 3, I.2.f.5 Number of family members calculated as follows: Adults?include the patient, the patient?s spouse, and any dependents. Minors?include the patient, the patient?s mother, dependents of the patient?s mother, the patient?s father, and dependents of the patient?s father. Contacts Regarding Charity Care Laura Thomas, Finance Manager, 512-715-3025, ldthomas@seton.org Kim Simpson, Patient Financial Services Manager, 512-715-3362, ksimpson@seton.org Kathy Williams, Patient Financial Services Counselor, 512-715-3360, kwilliams@seton.org Rosa Montemayor, Patient Financial Services Counselor, 512-715-3027, rmontemayor@seton.org